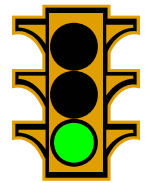




EMPLOYER CUSTOMER INQUIRY DASHBOARD #1

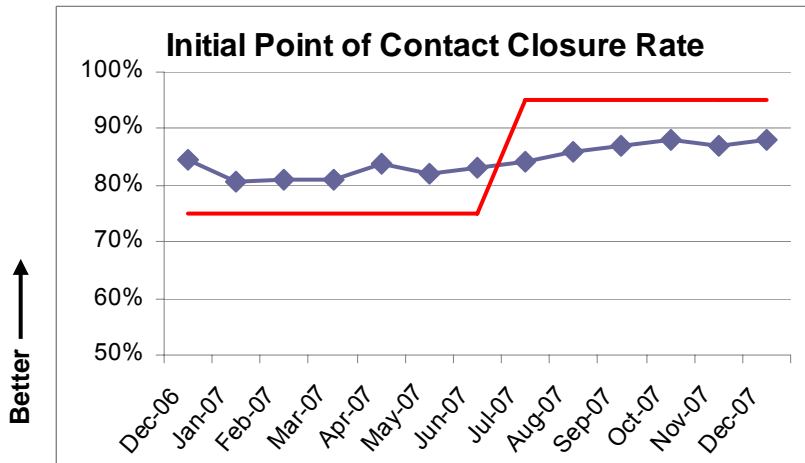


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost-effective manner.

MEASURE:

% of telephone calls closed at initial point of contact



Initial Contact Closure Rate

Target: 75 % pre 7/1/07; 95% 7/1/07 and later

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	84%	86%	87%	88%	87%	88%						
2006-07	81%	82%	83%	84%	83%	84%	81%	81%	81%	84%	82%	83%

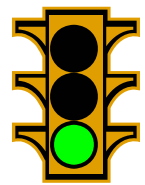
INITIATIVES: Provide timely end-to-end responses to inquiries.

Initiatives	Milestones
<ol style="list-style-type: none"> 1. Increase call closure rate. 2. Implement internal ERCC escalation assistance. 3. Monitor/manage ERCC positions to ensure full staffing required. 	<ul style="list-style-type: none"> • By 3/31/08, fill 5 RPS I vacancies. • By 3/31/08, seasoned staff will be available to assist with internal ERCC escalation process to increase call closure at initial point of contact. • By 6/30/08, train 5 RPS I new hires. • By 7/1/08 increase call closure rate to 90%.

COMMENTS:



EMPLOYER CUSTOMER INQUIRY DASHBOARD #2

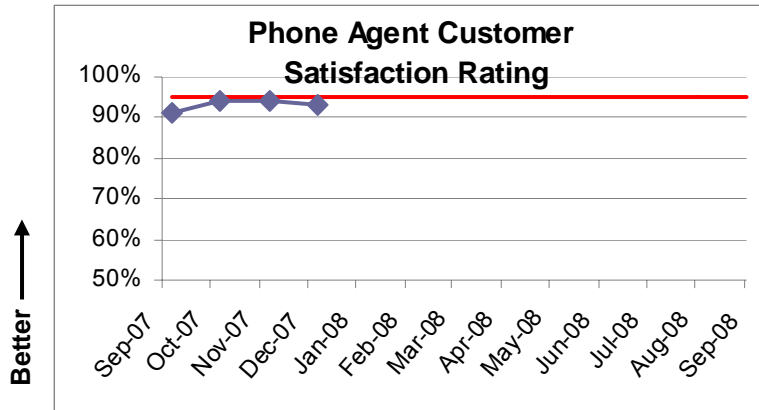


STRATEGIC GOALS

V. Provide sustainable pension benefit products and services responsive to and valued by members, employers and stakeholders.

MEASURE:

% respondents satisfied with phone agent service.



Phone Agent Customer Satisfaction Rating Target: 95 %

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	N/A	N/A	91%	94%	94%	93%						

INITIATIVES: Improve Customer Satisfaction

Initiatives	Milestones
<ol style="list-style-type: none"> 1. Analyze survey data. 2. Reevaluate frequency and method of gathering customer feedback. 	<ul style="list-style-type: none"> • By March 31, 2008, implement quick fixes identified in survey data. • By June 30, 2008, monitor and evaluate customer survey data to determine alternative feedback methods and additional action items.

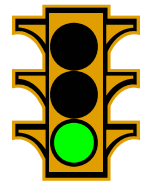
COMMENTS:

- Satisfaction rating increased 2% over last quarter.
- Participation in the customer survey has declined since its inception due to typical employer call patterns. An employer may contact the ERCC several times per day, week, and month. The number of respondents who have participated:

–	September	1,049
–	October	986
–	November	248
–	December	51



EMPLOYER CUSTOMER INQUIRY DASHBOARD #3

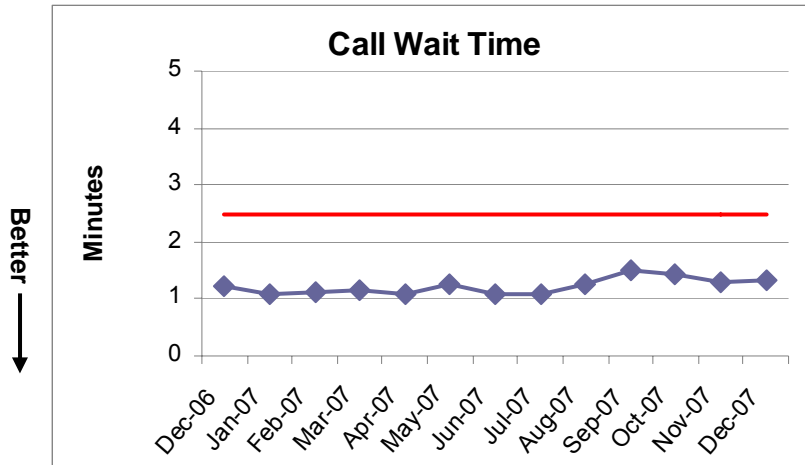


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost-effective manner.

MEASURE:

The length of time the customer waits for an agent after leaving the IVR and entering the queue.



Average Wait Time

Target: Monthly Average of <2.5 minutes

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	1:09	1:25	1:52	1:45	1:28	1:33						
2006-07	1:15	1:26	1:34	1:36	1:43	1:23	1:08	1:13	1:15	1:07	1:26	1:1

INITIATIVES:

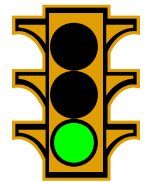
Initiatives	Milestones
1. Determine if measure and target should be changed.	<ul style="list-style-type: none">By 3/31/08, reevaluate measure and target.

COMMENTS:

Longer wait time in October due to Open Enrollment.



EMPLOYER CUSTOMER INQUIRY DASHBOARD #4

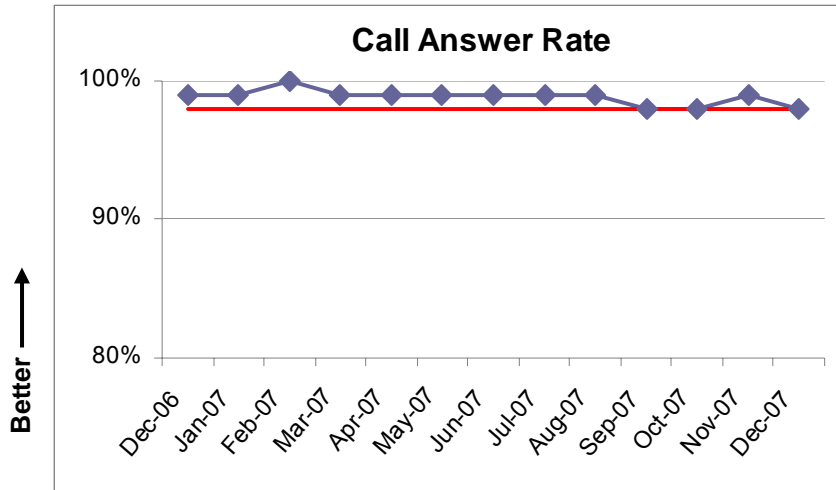


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost-effective manner.

MEASURE:

% of telephone calls offered that are answered.



Call Answer Rate

Target: Answer 98% of calls offered

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	99%	99%	98%	98%	99%	98%						
2006-07	99%	99%	98%	99%	98%	99%	99%	100%	99%	99%	99%	99%

COMMENTS: